

Executive Summary

SCGP-SD-OHS-S02

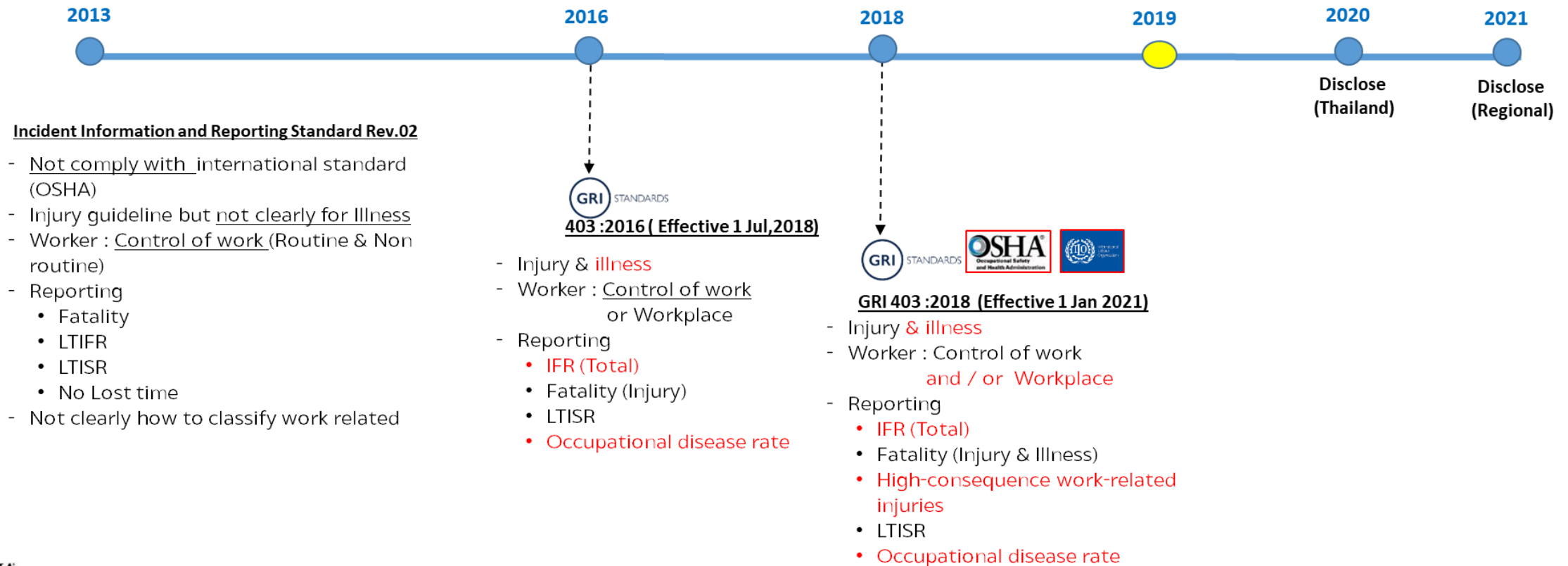
Incident Investigation & Safety Data Reporting Corporate Standard

Effective date : 7 Oct 2022 (rev. 03)

Prepared By : Health & Safety Management, SCGP

Incident Investigation & Safety Data Reporting Corporate Standard

- To comply with the reporting guideline of Global Reporting Initiative (GRI) for SD report publication and the safety data in 2020 must disclose in 2021.
- To comply with SCG and related standard such as GRI, OSHA, SCG Safety Framework and etc.



Occupational Safety and Health Administration คณะกรรมการบริหารงานความปลอดภัยและสุขภาพอนามัย การประกอบอาชีพของสหรัฐอเมริกา Part No. 1904 Recording and Reporting Occupational Injuries and Illness
Global Reporting Initiative กรอบการรายงานสากล เป็นกรอบการรายงานความยั่งยืนที่ได้รับความนิยมมากที่สุดในขณะนี้ GRI 403: OCCUPATIONAL HEALTH AND SAFETY
International Labor Organization องค์การแรงงานระหว่างประเทศ

Background

- 1) SCGP has a gap from the Safety Culture Survey about participation in incident investigations.
 - Need to define roles and responsibilities of incident investigation and reporting
- 2) Feedback from the implementation of standards, such as defining the leader and the members of the investigation team was unclear, the case owner of investigations and reporting is inappropriate resulting in a variety of practices, and the reporting timeline is inappropriate with the actual practice.
- 3) SCGP has changed the reporting timeline of new M&P companies according to the ESG meeting.
- 4) SCG Incident Investigation and Analysis Standards established in 2022 (New Document).
- 5) SCG has reviewed Safety Incident Information and Reporting standards (rev. 06) as follow;
 - Define criteria for transportation accident
 - Revise the calculation method about deducting leave of M and S level employees in collecting hours worked due to gap from Data Assurance in 2021.
 - Add guideline for fatality investigation by SCG team

Changing information from the old version

- 1) Incident investigation and reporting scope
 - Add: High potential near miss, LOPC, Spills, Transportation Accident and Fire/ Explosion of all severity
 - Edit: Reporting timeline for internal reporting of Greenfield and New M&P from within 3 years to 6 months.
- 2) Definition
 - Add: Definition High Potential Near Miss, LOPC, Spills, Work-Related Transportation Accident, case co-owner
 - Edit Case owner of investigation and reporting
- 3) Add: Investigation member
 - Work-Related Lost Time injury or more and L3 need BU Safety and HSM from SCGP involve in investigation process.
 - In case of Fatality or Organ Loss or Disability including Work-Related and Off the Job Injury need HR involve in investigation process.
- 4) Edit: Incident investigation process from 11 steps to 6 steps which cover original content and add more information e.g. conduct interview
- 5) Add: Guidelines for gathering information and evidence
- 6) Add: Guidelines for occupational illnesses and diseases investigation, fatality investigation
- 7) Edit: Work Flow and Reporting timeline
- 8) Edit: Roles and Responsibilities
- 9) Edit: Constant in statistical calculation from 200,000 working hours to 1,000,000 working hours.

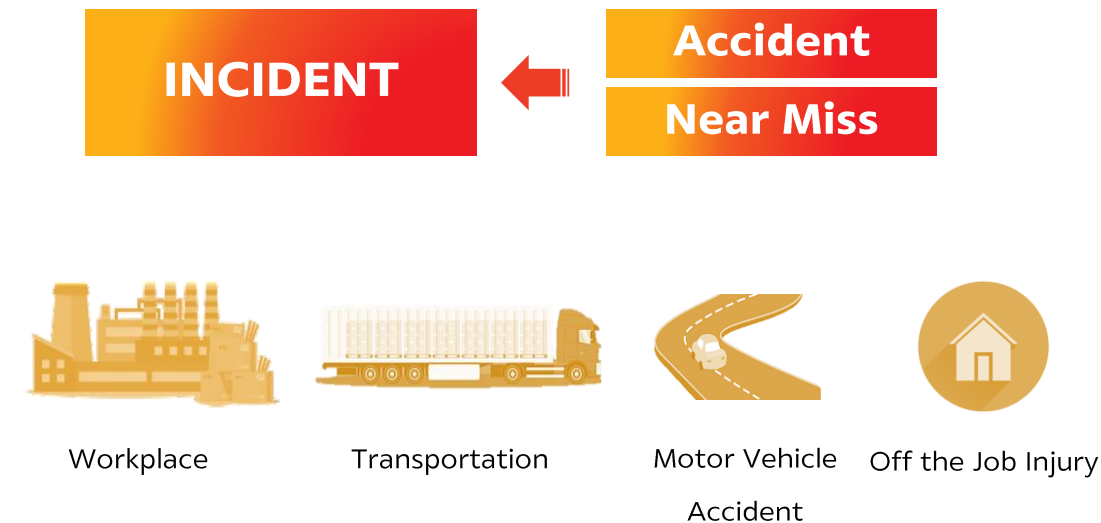
Objective

- 1) To **investigate and analyze** the root cause of the incident that occurred systematically.
- 2) To **identify the measures** for correction and prevention and **monitor** the corrective and preventive actions to prevent recurrence including **expansion** of the measure to similar work as well as to enhance the measures to control and prevent existing incidents to be more effective.
- 3) To **ensure** that the safety information has Accuracy, Completeness, Transparency, Accountability, Verifiable, and related to SCGP Corporate Standard the international guidelines e.g. GRI.
- 4) To **analyze data and monitor trends** of the incident to report to executives and related persons for occupational health and safety plan and KPI determination.
- 5) To **communicate** the incident information to related persons quickly and on time with accuracy and completeness.
- 6) To **know the roles and responsibilities** for incident investigation and reporting.

Scope

- 1) Occupational Health and Safety Incidents of **all activities** or **all areas** of the company.
- 2) **Off the Job injury** of employee in case of lost time Injury and fatality.

“ Cover all domestic and regional plants of SCGP”



1 Incident investigation and reporting scope

1.1 Conditions

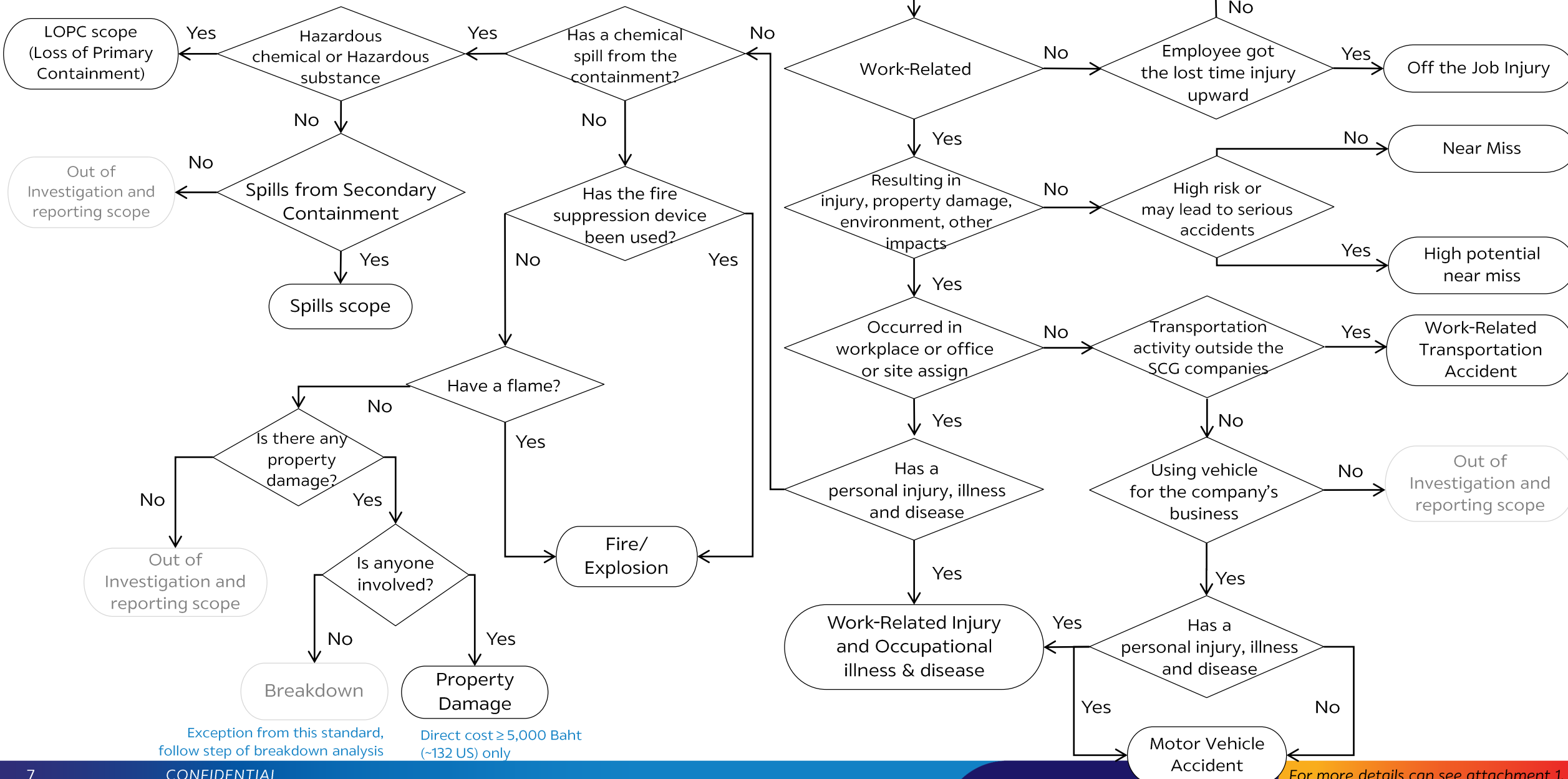
- Plants and Warehouses operated in Thailand, office inside and outside Bang Sue area, including warehouses and companies that have never provided report ongoing collection since 2013.
- Plants, Warehouses and offices operated in aboard ongoing collection since 2014.
- Logistic contractors of SCG (with and without SCG logo brand) ongoing collection since 2013.
- Greenfield projects and M&P companies in both Thailand and abroad follow the table,

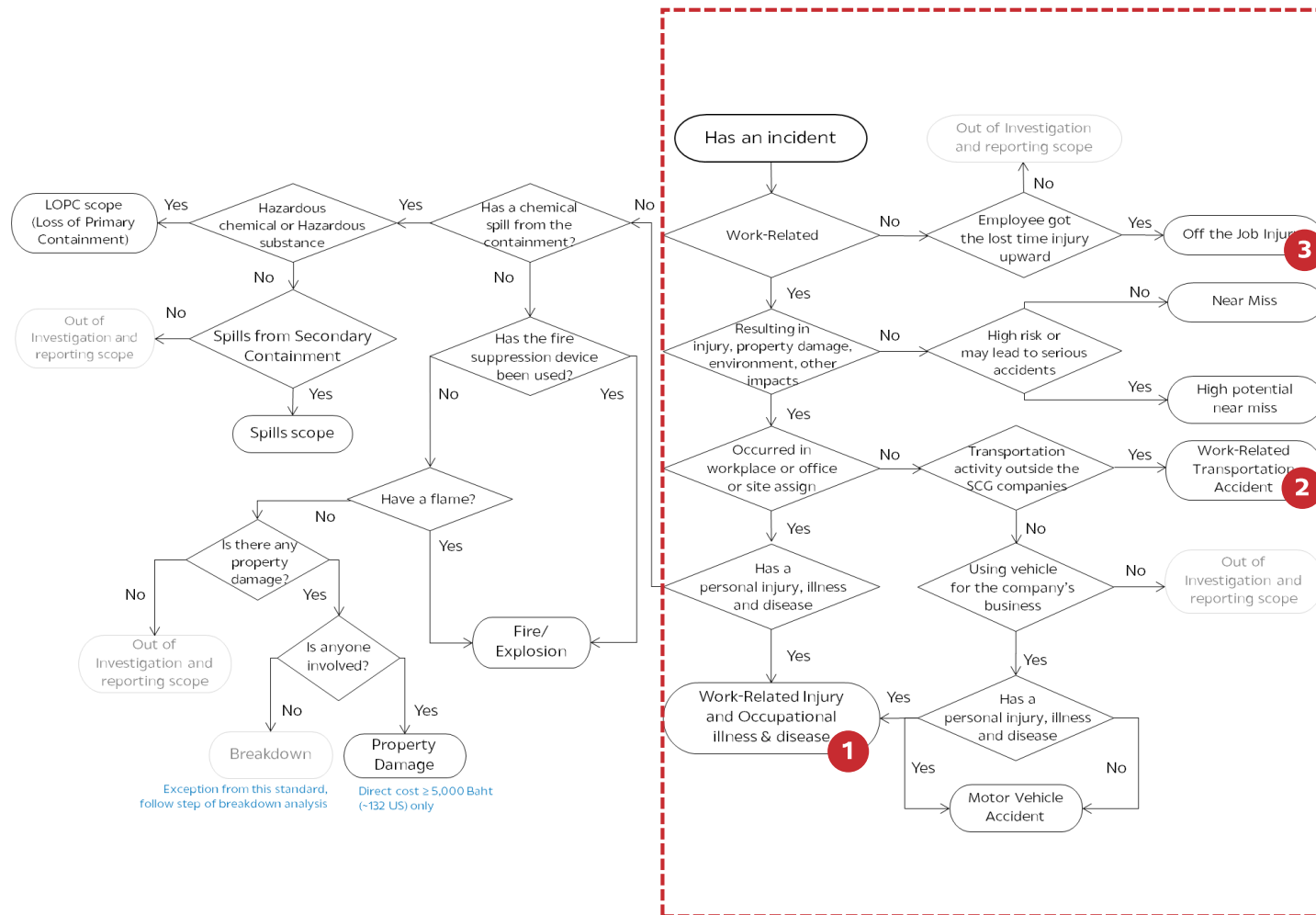
Scope	Reporting Timeline	Provide Information	Report to
Internal Reporting	<ul style="list-style-type: none"> Starting on day 1 after commercializing or M&P in the 1st calendar year. 	<ul style="list-style-type: none"> Investigation report of Work-Related Fatality 	<ul style="list-style-type: none"> SCGP Corporate Safety Management committee MDC, SCG
	<ul style="list-style-type: none"> Starting within 6 months after commercializing or M&P. 	<ul style="list-style-type: none"> Hours Worked The number of Work-Related Injury. 	<ul style="list-style-type: none"> SCGP Safety Management Working committee
	<ul style="list-style-type: none"> Case 1: Starting in January of the 2nd calendar year if commercializing or M&P in the H1 of the 1st calendar year. Case 2: Starting in January of the 3rd calendar year if commercializing or M&P in the H2 of the 1st calendar year. 	<ul style="list-style-type: none"> Hours Worked The number of Work-Related Injury. Investigation report of Work-Related Lost Time Injury or higher. 	<ul style="list-style-type: none"> SCGP Corporate Safety Management committee
	<ul style="list-style-type: none"> Starting in January of the 3rd calendar year 	<ul style="list-style-type: none"> Hours Worked The number of Work-Related Injury. Investigation report of all Work-Related Injuries. 	<ul style="list-style-type: none"> SAFEsave / SHEKPI
Public Reporting	<ul style="list-style-type: none"> Starting in January of the 4th calendar year 	<ul style="list-style-type: none"> Hours Worked The number of all accident cases according to this standard. Investigation report of all accident cases according to this standard. 	<ul style="list-style-type: none"> SCG Workplace Safety committee SD Report

1.2 Occupational Health and Safety Incidents requiring investigation and reporting

- 1) Work-Related Injury of employee and under supervision contractor, and third party as a result of an impact from an activity and/or an area is on a company's premises.
- 2) Work-Related Occupational Illness & Disease of employee and under supervision contractor with severity from medical treatment level and higher
- 3) Property Damage which Direct Cost \geq 5,000 Baht (~132 US)
- 4) Fire and/ or Explosion
- 5) Loss of Primary Containment: LOPC and Spills
- 6) Transportation Accident
- 7) Motor Vehicle Accident
- 8) High Potential Near Miss
- 9) Off the Job Injury of employee with severity from lost time injury level and higher

Remark: Other incidences can be applied as appropriate.





1 Work-Related Injury and Occupational Illness & disease

1.1. Work-Related Injury

The criteria to determine if the type of injury is work-related is to base the element of the accidents on the following conditions:

- 1) The injured person is with the status of Employee or Under Supervision Contractor; **and**
- 2) Injury is caused by an event or exposure in the work environment either caused or contributed to the injury or significantly aggravated a pre-existing injury, within the scene as mentioned above; **and**
- 3) The injury as stated in no. 1 and 2 does not meet the “Exception of Work-Related Injury and Occupational Illness & Disease” as definition no.3.9

1.2. Work-related occupational illness & disease

Occupational Illness and Disease is an illness and disease of the employee or Under Supervision Contractor, which is caused by the exposure to health hazards related with employment as diagnosed by an Occupational Medicine Physician based on the Diagnostic Criteria of Occupational Diseases by the Workmen's Compensation Fund, the Social Security Office under Ministry of Labour of Thailand or generally accepted International Standards that can prove to be caused by work and does not meet the “Exception of Work-Related Injury and Occupational Illness & Disease” (Considering in accordance with attachment 1 no.1.2)

2 Work-related Transportation Accident

To determine whether an accident occurs during transportation is counted as a work-related transportation accident on the following conditions:

- 1) An accident occurs during transportation assigned in the employment scope or under the Company's responsibility (On Duty) including a transport vehicle with SCG's brand logo outside the Company's premise; **and**
- 2) It causes at least 1 of 6 impacts i.e. Released Quantity, Human Impact, Environmental Impact, Community impact, Company Direct cost/ loss and Reputation (Considering in accordance with attachment 1 no.2) that only if the company is at fault or jointly negligent except if the injured person is an employee or under supervision contractor, all cases will be considered ; **and**
- 3) The accident as stated in no. 1 and 2 does not meet the “Exemptions for a work-related transportation accident” as definition no.3.27

3 Off the Job Injury

- 1) It is the accident that occur with the employees (employee and special contract employee); **and**
- 2) It is the not work-related accident; **and**
2. It is the injury at the severity level from LT1 level and higher, such as fatality, organ loss, and lost time injury.

3 Step of incident investigation : 6 steps



1. Secure and document the incident scene

- i. Initial Response
- ii. Collecting evidence and information
- iii. Initial Reporting
- iv. Line management review

- i. **Witness** inform the area owner and line management immediately.
- ii. **Area owner** must collect and keep the evidence and information.
- iii. **Shift supervisor** of Case Owner informs initial response to line management within that shift and **Section manager** must provide an initial reporting in writing within 24 hours.
- iv. **Department managers** review the accuracy and completeness of the information to form the investigation team.

2. Conduct Interviews

- i. Forming the investigation team at least 3 persons
- ii. Interview

- i. **Department managers** of Case Owner must form an investigation team which qualification members that mention in standard no 6.5
- ii. **Investigation team** conduct interview

3. Develop the sequence of events

- i. Gathering the Information

- i. **Investigation team** writes the sequence of events from interviews with the related persons and checks the evidence which consists of;
 - o Physical Evidence
 - o Operating Evidence
 - o Human Evidence

4. Conduct cause analysis

- i. Determining the key factor
- ii. Determining systems to be strengthened

- i. **Investigation team** must analyze the Root Cause using analytical tools such as Why Analysis, Fish Bone Diagram, Events and Causal Factors Charting, Cause Mapping, etc.
- ii. **Investigation team** must identify the failure layer of the safety management system according to SCG Safety Framework, Transportation Safety Standard, Road Safety Corporate Standard, or other related standards.

5. Determine the solutions

- i. Developing corrective and preventive actions with Hierarchy of Control consideration



- i. **Investigation team** defines corrective and preventive actions including relevant risk assessment review after an incident happen according to SCG Safety Framework.

6. Write the report

- i. Make an investigation report
- ii. Approve an investigation report to be a final report
- iii. Communicating of investigation results
- iv. Following up and Verification
- v. Leverage the corrective and preventive actions to similar work

- i. **Section manager** of Case Owner make an investigation report as follow;
 - o **Preliminary report** within 7 working days after the date of the incident
 - o **Final report** within 14 working days after the date of the incident
 - o **One Page Lesson Learn** within 7 working days after approved final report
- ii. **The approver** must have a position higher than the head of the investigation team by one level or more, except the COO, MD can be an approver.
- iii. **All department** communicate the incident to those involved including employees and contractors
- iv. **Case Owner** follow up the status of CA/ PA
- v. **Leverage** the result of incident

4

Determining the Investigation member

No.	Type of Incident	Head of Investigation Team (Leader)	Case Owner	Area Owner	Job Owner	HR	Persons passed trained incident investigation and analysis	Representative from contractor (Safety or Supervisor)	Occupational Medicine Physician	Experts from Skill Development School	Safety (Professional Level or Advanced Technical or Technical level)	BU Safety and HSM, SCGP	Representative from committee	
1	Work-Related Injury of employee and under supervision contractor, and third party as a result of an impact from an activity and/or an area is on a company's premises, and Work-related Occupational Illness & Disease of employee and under supervision contractor with severity from medical treatment Level and higher													
1.1	Fatality or organ loss or disability	Department manager or equivalent or higher	/	/	/	/	/	/ (If related to contractor)	/ (If related to Work-related Occupational Illness & Disease)	x	/	/	/ Workplace Safety Committee (Only Fatality)	
1.2	Lost Time Injury		/	/	/	x	/			x	/	/		
1.3	Medical Treatment Case or Restricted Work Case	Section manager or equivalent or higher	/	/	/	x	/			x	/	x		x
1.4	First Aid Case		/	/	/	x	/			x	x	/		x
2	Off the Job Injury													
2.1	Fatality or organ loss or disability	Department manager or equivalent or higher	/	x	x	/	/	x	x	x	/	x	x	
2.2	Lost Time Injury	Section manager or equivalent or higher	/	x	x	x	/	x	x	x	/	x	x	
3	Fire and/ or Explosion, LOPC and Spills													
3.1	High severity Direct Cost ≥ 5,000 Baht (~132 US)	Department manager or equivalent or higher	/	/	/	x	/	/ (If related to contractor)	x	x	/	x	x	
3.2	Low severity Direct Cost < 5,000 Baht (~132 US)	Section manager or equivalent or higher	/	/	/	x	/		x	x	/	x	x	
4.	Property Damage													
4.1	Direct Cost ≥ 5,000 Baht (~132 US)	Department manager or equivalent or higher	/	/	/	x	/	/ (If related to contractor)	x	x	/	x	x	
5	Transportation Accident, Motor Vehicle Accident													
5.1	Level 3	Department manager or equivalent or higher	/	/	/	x	/	/ (If related to contractor)	x	Optional	/	/	Transportation Safety Committee	
5.2	Level 2	Section manager or equivalent or higher	/	/	/	x	/		x	x	/	x		
5.3	Level 1		/	/	/	x	/		x	x	/	x		x
6	Near miss													
6.1	Near Miss (Determine CA/PA)	Shift supervisor or equivalent or higher	/	/	/	x	x	/ (If related to contractor)	x	x	Optional	x	x	
6.2	High Potential Near Miss (According to the consideration of the Shift supervisor or line management)		/	/	/	x	/		x	x	Optional	x	x	

5.1 Near Miss/ Work-Related Injury and Occupational Illness & disease

Type of Incident	Initial Reporting	Investigation	Reporting			Report to committee		Recordable
			Prelim/ Final Report	One page lesson Learn	Report on SAFEsave	Corporate Safety, SCGP (One Page) (TH/ EN)	MDC, SCG (Report and One Page sharing (TH/ EN)	Recordable (Calculated IFR)
1. Near Miss								
- Near Miss	/	/ (Determine CA/PA)	X	X	/ (Near Miss on SAFEsave)	X	X	X
- High Potential Near Miss	/	/ (Follow 6 Steps)	/	X	/ (Near Miss on SAFEsave)	X	X	X
2. Work-Related Injury and Occupational illness & Disease , and third party Injury as a result of an impact from an activity and/or an area is on a company’s premises								
2.1 Work-Related Injury and Occupational illness & Disease (Considering in accordance with attachment 1 no.1)								
- Fatality	/	/	/	/	/ (Accident on SAFEsave)	/	/	/
- Lost Time Injury	/	/	/	/	/ (Accident on SAFEsave)	/	X	/
- Medical Treatment Case or Restricted Work Case	/	/	/	/	/ (Accident on SAFEsave)	X	X	/
- First Aid Case (Only Work-Related Injury)	/	/	/	/	/ (Accident on SAFEsave)	X	X	X

5.2 Not Work-Related Injury and Occupational Illness & disease

Type of Incident	Initial Reporting	Investigation	Reporting			Report to committee		Recordable
			Prelim/ Final Report	One page lesson Learn	Report on SAFEsave	Corporate Safety, SCGP (One Page) (TH/ EN)	MDC, SCG (Report and One Page sharing (TH/ EN)	Recordable (Calculated IFR)
2. Work-Related Injury and Occupational illness & Disease , and third party Injury as a result of an impact from an activity and/or an area is on a company’s premises								
2.2 <u>Not Work-Related</u> Injury and Occupational illness & Disease (Considering in accordance with attachment 1 no.1)								
- Employee only in case of fatality report following Off the Job Injury criteria	/	/	/	/	/ (Accident on SAFEsave)	/	/	X
- Employee only in case of lost time injury report following Off the Job Injury criteria	/	/	/	/	/ (Accident on SAFEsave)	X	X	X
- Under Supervision Contractor	X	X	X	X	X	X	X	X
- Not Under Supervision Contractor	X	X	X	X	X	X	X	X
- Other	X	X	X	X	X	X	X	X
2.3 The <u>third party</u> Injury as a result of an impact from an activity and/or an area is on a company’s premises								
- Fatality	/	/	/	/	/ (Accident on SAFEsave)	/	/	X
- Other	X	X	X	X	X	X	X	X

5.3 Transportation Accident

Type of Incident	Initial Reporting	Investigation	Reporting			Report to committee		Recordable
			Prelim/ Final Report	One page lesson Learn	Report on SAFEsave	Corporate Safety, SCGP (One Page) (TH/ EN)	MDC, SCG (Report and One Page sharing (TH/ EN)	Recordable (Calculated IFR)
3. Transportation Accident								
3.1 Work-related Transportation accident including L3, L2 and L1								
- A truck loaded carrying goods owned by a company under SCG and an empty backhaul truck used in an operation (SCGL/ SCG Express/ CPAC/ QMIX/ CPAC franchise/direct hiring or others)	/	/	/	/	/ (Accident on SAFEsave)	/*	/**	X
- A truck loaded carrying goods not owned by a company under SCG and an empty backhaul truck used in an operation (SCGL/ SCG Express or others)	/	/	/	/	/ (Accident on SAFEsave)	/*	/**	X
- A truck loaded carrying properties/ assets owned by a company apart from goods, such as raw materials, equipment, machines, other devices (SCGL / direct hiring or others)	/	/	/	/	/ (Accident on SAFEsave)	/*	/**	X
- A truck loaded carrying properties/ assets owned by a company apart from goods, such as raw materials, equipment, machines, other devices (SCGL / direct hiring or others)	/	/	/	/	/ (Accident on SAFEsave)	/*	/**	X
3.2 Not Work-related Transportation accident including L3, L2 and L1								
- All types of trucks and without SCG brand logo	X		X	X	X	X	X	X

Remark:

* The severity from Lost Time injury level and higher of employee and a carrier, regardless of whether SCG is at faulty or not, and Fatality of a third party, only if SCG is at fault.

** Fatality of an employee and a carrier, regardless of whether SCG is at faulty or not, and Fatality of a third party, only if SCG is at fault.

5.4 Off the Job/ Other

Type of Incident	Initial Reporting	Investigation	Reporting			Report to committee		Recordable
			Prelim/ Final Report	One page lesson Learn	Report on SAFESave	Corporate Safety, SCGP (One Page) (TH/ EN)	MDC, SCG (Report and One Page sharing (TH/ EN)	Recordable (Calculated IFR)
4. Off the Job Injury								
- Fatality	/	/	/	/	/ (Accident on SAFESave)	/	/	X
- Lost Time Injury	/	/	/	/	/ (Accident on SAFESave)	X	X	X
5. Other accident cases								
- Property Damage: Direct Cost ≥ 5,000 Baht (~132 US)	/	/	/	X	/ (Accident on SAFESave)	X	X	X
- Fire and/ or Explosion	/	/	/	X	/ (Accident on SAFESave)	X	X	X
- Loss of Primary Containment: LOPC and Spills	/	/	/	X	/ (Accident on SAFESave)	X	X	X

Company Level						SCGP Level						SCG Level	
Witness/ injured person	Shift supervisor Department of Injured person/ Area Owner	Section Manager/ Department Manager/ Director Department of Injured person/ Area Owner	HR	SHE Department/ Safety Professional Level	Plant Manager/ Director/ MFD/ MD Department of Injured person/ Job Owner/ Area Owner	BU Safety Manager	SPM Manager, HSM Manager	COO of Department of Injured person/ Area Owner	CEO SCGP	Corporate Human resources Director, SCGP	Manager BMO, SCGP	SD Director, SCG	SCG President

Initial Response
Within that Shift
(8 or 12 hours)

Initial Report
within 24 hours

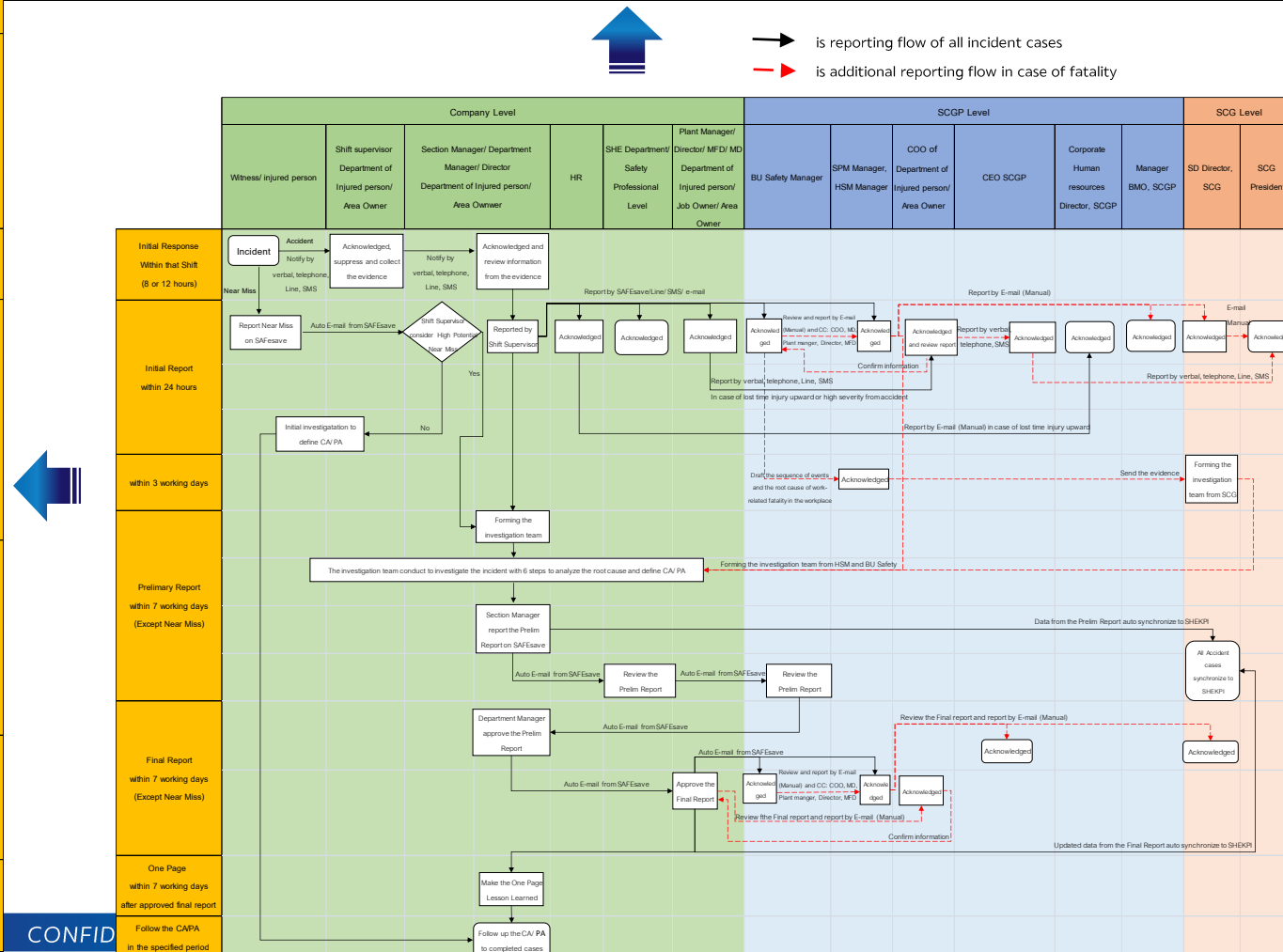
within 3 working days

Preliminary Report
within 7 working days
(Except Near Miss)

Final Report
within 7 working days
(Except Near Miss)

One Page
within 7 working days
after approved final
report

Follow the CA/PA
in the specified
period



This standard revised workflow and reporting timeline to know roles and responsibilities, duration of incident investigation, and reporting

As follow;

- Initial Reporting within 24 hours**
- Preliminary report** of investigation report **within 7 working days** after the date of the incident
- Final report** of investigation **within 14 working days** after the date of the incident
- One Page Lesson Learn within 7 working days** after approved final report

For more details can see attachment 10.

1. Injury Frequency Rate (IFR)

$$= \frac{\text{Total no. of recordable work-related injury case (person)} \times 1,000,000}{\text{Total number of hours worked (hours)}}$$

2. Lost Time Injury Frequency Rate (LTIFR)

$$= \frac{\text{Total no. of work-related lost time injury case (person)} \times 1,000,000}{\text{Total number of hours worked (hours)}}$$

3. Injury Severity Rate (ISR)

$$= \frac{\text{Total no. of lost workday (day) from work-related lost time injury} \times 1,000,000}{\text{Total number of hours worked (hours)}}$$

4. No Lost Time Injury Frequency Rate (NLTIFR)

$$= \frac{\text{Total no. of work-related injured at the level no lost time case (person)} \times 1,000,000}{\text{Total number of hours worked (hours)}}$$

5. High-Consequence Work-Related Injuries Rate

$$= \frac{\text{Total no. of high-consequence work-related injury case (person)} \times \text{"Excluding fatality"} \times 1,000,000}{\text{Total number of hours worked (hours)}}$$

6. Occupational Illness & Disease Frequency Rate (OIFR)

$$= \frac{\text{Total no. of recordable occupational illness & diseases case (person)} \times 1,000,000}{\text{Total number of hours worked (hours)}}$$

7. Occupational Illness & Disease Severity Rate (OISR)

$$= \frac{\text{Total no. of lost workday (day) from occupational illness & diseases} \times 1,000,000}{\text{Total number of hours worked (hours)}}$$

8. Total Recordable Case Rate

$$= \frac{\text{Total no. of recordable work-related injury and occupational illness & disease case (person)} \times 1,000,000}{\text{Total number of hours worked (hours)}}$$

9. Total Lost Time Case Rate

$$= \frac{\text{Total no. of work-related lost time injury and occupational illness & disease case (person)} \times 1,000,000}{\text{Total number of hours worked (hours)}}$$

10. Total Lost Workday Rate

$$= \frac{\text{Total no. of lost workday of lost time injury and occupational illness & disease} \times 1,000,000}{\text{Total number of hours worked (hours)}}$$

11. Work-Related Transportation Accident Rate

$$= \frac{\text{Number of work-related Transportation Accidents (times)} \times 1,000,000}{\text{Transport Mileage (Kilometer)}}$$